

digital



Your Service Challenge: Complexity and Change

Today's computing environments are not only extremely complex; they are also highly dynamic. A system may include dozens or even hundreds of interdependent components. Despite this complexity, a system must easily accommodate change as you add new hardware and software, link together new and mature technologies, or mix equipment from different vendors.

Such computing environments pose an enormous challenge for service and support.

- As diagnostics and error-detection technologies become more advanced, the malfunctions that occur tend to be more subtle and intermittent.
- The interdependency of hardware and software often makes it difficult to identify the exact source of a problem.
- Many problems are too complex to be diagnosed and resolved by human expertise alone and require sophisticated service technology.
- Effective service requires an understanding of networks, software, and multivendor environments.
- Successful service must be responsive to ongoing changes in your system.

Digital's Response: VAX System Support Services

Digital answers the service challenge by offering two comprehensive hardware and software system-level support plans:

DECsystem Support Service Basic System Support Service

These service plans provide the total VAX System Support Services that today's users require. By providing one source for all your service, Digital helps ensure optimum performance for one of your most critical resources.

The Benefits of VAX System Support Services

- Total support for your entire VAX system
- Digital expertise for your hardware, operating system, and layered software
- The benefit of Digital's state-of-the-art service technology
- A range of supplemental services that can be tailored to meet your needs
- The support of one of the industry's top-ranked service vendors
- Access to Digital's worldwide resources

The Convenience of One-Source Support

With VAX System Support Services you can turn to one source for total system support.

- One toll-free phone call puts you in touch with the specialists at a Digital Customer Support Center. Whether your concern is with hardware or software, our specialists will answer your questions, resolve problems, provide advice and, when necessary, initiate remedial action.
- One agreement covers your hardware, operating system and, when applicable, your layered software. This means you only have to deal with one approval-and-purchasing cycle and one renewal date. For your organization, the result is less paperwork and minimal administrative costs.
- With a VAX System Support Service agreement, it's easier to plan and budget for service and schedule routine maintenance.



Two Levels of VAX System Support Services

Every System Support agreement provides round-the-clock telephone access to a Digital Customer Support Center. The agreement also provides on-site support, when needed, during primary business hours, Monday through Friday, 8 am to 5 pm. Other features include:

DECsystem Support Service

- Committed on-site response time
- Continuous effort
- An option to extend on-site hardware coverage to 7 days a week, 24 hours a day
- Telephone support 7 days a week, 24 hours a day for hardware and software, including the operating system and, when applicable, DECnet, workstation and VAXcluster software
- The right-to-use new versions of the operating system and, when applicable, new versions of DECnet, workstation, and VAXcluster software
- Preventive maintenance
- Predictive service using expert system-based monitoring and diagnostic tools
- All parts and labor
- Access and input to Digital's Software Information Network (DSIN), an on-line information database

Basic System Support Service

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- Preventive maintenance
- Predictive service using expert system-based monitoring and diagnostic tools
- All parts and labor
- Access and input to Digital's Software Information Network (DSIN), an on-line information database

In addition, Software Support Service extends the same levels of support on DECsystem and Basic System Support Services to your layered products with the right-to-use new versions, telephone support, and DSIN.

Value-Added Services may be added to your VAX System Support Services to help ensure optimal system operation even in the most dynamic environment.

With *System Management Service*, an assigned Account Specialist from the Customer Support Center will periodically conduct a proactive software review. The review covers system management and security procedures, system parameters, program change orders, and version levels. The representative will then make recommendations to your system manager to help improve system performance and optimize the use of system resources.

With *Software Update Installation Service*, Digital will install all major updates to the operating system and layered products, reset parameters, and assist you in major version update planning.

Media and Documentation Distribution Service ensures you have access to the latest software versions as well as media and documentation updates.

Documentation Service ensures that users receive documentation updates for software products in a timely manner.

For the Highest Level of Support

For systems requiring the highest priority service, Digital recommends a program consisting of DECsystem Support, Software Support Service, System Management Service, and Software Update Installation Service.

Look Who's Standing Behind You: A Top-Ranked Service Organization in the Industry

When you choose VAX System Support Services from Digital, you are backed by one of the most respected service vendors in the industry. Consistently ranked among the leaders in independent customer surveys, Digital Field Service offers:

The Expertise of Digital Personnel

When you need someone on-site for preventive or remedial service, you'll find that Digital's service professionals are responsive, knowledgeable, and experienced.

In addition, you have telephone access—24 hours a day, seven days a week—to Digital's highly trained hardware and software specialists at our Customer Support Centers. In turn, they can consult with product designers,

manufacturing engineers, and high-level managers to ensure rapid resolution of even the most difficult problems.

Innovative Service Technology

Digital is a pioneer in using innovative technologies to improve the quality, timeliness, and cost-effectiveness of service delivery. We design all our systems with an emphasis on error-detection, predictive diagnosis, and serviceability.

Using expert system-based monitoring and diagnostic tools that run on your system, we can identify potential problems, often before they impact your operations. From a Customer Support Center, our computers and advanced software technology can analyze error data and recommend preventive or corrective action.

Access to Digital's Worldwide Resources

Digital has the resources to provide total system support to your organization virtually anywhere around the globe. At 450 service sites and 14 Customer Support Centers, our 26,000 service personnel are standing behind you.

Our service professionals use the most sophisticated computer-based tools, such as automated call-handling and electronic tracking of spare-parts inventory, to provide prompt, cost-effective service.

Go Right to the Source

Nobody knows your VAX systems and networks better than Digital. We designed them. We manufactured them. And we know how to service them better than *anyone*. For integrated service that is complete, convenient, and cost-effective, go right to the source: Digital.

VAX System Support Services: Features/Options



Features	DECsystem Support Service	Basic System Support Service
On-site service coverage Mon.-Fri., 8 am to 5 pm	■	■
Committed response time	■	
Continuous effort	■	
Extended hours of on-site hardware coverage available	■	
Telephone support from Customer Support Center 7 days a week, 24 hours a day	■	■
Remote service capability for hardware and software	■	■
On-site remedial support	■	■
Right-to-use new versions of software	■	■
Predictive service and preventive maintenance	■	■
Parts and labor	■	■
Digital Software Information Network for licensed software	■	■
Software Support Service for layered products	■	■
Value-Added Services		
System Management Service	■	
Software Update Installation Service	■	
Media and Documentation Distribution Service	■	■
Documentation Service	■	■

For More Information

To learn more about Digital's System Support Service plans or other Digital services, contact your local Sales office.

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